

**Bank – the controller of your personal data, contact details of the Bank and of the Data Protection Officer**  
ING Bank Śląski S.A.'s registered office is located in Katowice, postal code: 40-086, ul. Sokolska 34, website: [www.ing.pl](http://www.ing.pl).

If you wish to contact our Data Protection Officer, you can:

- either send a letter at our mailing address or an e-mail at: [abi@ing.pl](mailto:abi@ing.pl) or [info@ing.pl](mailto:info@ing.pl) (with the annotation "Data Protection Officer"),
- call us at: (32) 357 00 69

The Bank operates its business pursuant to the Charter. There is a separate Brokerage Office within the Bank's organisation.

### **Why and on what basis will we process your data?**

Your data are currently processed in relation to your report/ complaint or your appeal or another demand or claim made (a grievance, in general) in order to review whether or not it is justified. If you are a Bank customer, you have received a separate notice on your data processing.

The legal bases for data processing:

- a) if you are a person whose rights derive from an agreement, or a person who is not a party to an agreement with the Bank but who requested that such an agreement be concluded or that another legal act be performed by the Bank, the Bank processes personal data that are required to perform the agreement or take actions in order to perform a specific act. The provisions of Article 6(1)(b) of the GDPR and legal regulations concerning a specific agreement or legal act are the legal basis for such processing.
- b) if you are not the person indicated in item (a) above, the Bank may process your data in relation to your grievance or to assert the Bank's claims or rights or to defend claims against the Bank or to take measures to prevent fraud. In such a case, the legitimate interest of the Bank and the provision of Article 6(1)(f) of the GDPR in conjunction with provisions concerning specific claims or rights or proceedings is the legal basis for the processing.

### **What institution is the supervisory authority in relation to personal data and do you have the right to complain?**

The President of the Office for Personal Data Protection is the supervisory authority for personal data in Poland. You have the right to lodge a complaint with the regulatory authority

### **What are the categories of data recipients?**

We may transmit personal data to entities or authorities that are authorised under law. The Bank may also transmit the data to entities whose action or omission is related to the grievance or demand. Such transmission may be related to other requirements (e.g. the need to obtain consent of the complainant).

### **Obligation to provide data**

Giving your data is voluntary and indispensable in order for your grievance to be reviewed. We would not be able to review your grievance without those data. Depending on your grievance, it may be necessary for you to provide other data or information.

### **Know your rights in relation to the Bank**

- a. You have the right to demand that the Bank gives you access to your personal data and the right to rectify your data if they do not reflect the reality; furthermore, in certain cases envisaged by law, you have the right to have your data removed or to restrict the processing of your data.
- b. You have the right to file an objection to the processing of data. Your objection will be reviewed by the Bank.
- c. You have the right to transfer data and the right to obtain a copy of your data; however, those rights may not have a detrimental effect on the rights and freedoms of other people. You may submit a request for the exercise of your rights by sending a letter at the Bank's mailing address or by sending an e-mail at: [info@ing.pl](mailto:info@ing.pl). If you wish to transfer your data or obtain a copy of your data, we will let you know what electronic format or data carrier we will use. If you request a copy of your data, the first data copy is free of charge; any additional copies may be subject to a fee, in accordance with the information on the costs provided when you submit your request.

### **How long will the Bank process the data?**

The period of processing data relating to a grievance is no longer than the document archiving period which is six (6) years; the period ends upon the expiry of the last day of a calendar year, unless the legal regulations provide otherwise.

Shorter data processing periods apply to data arising from a request to enter into an agreement if no agreement is concluded (then the general processing period is 3 years) or data from external databases when no agreement is concluded (in which case the processing period is 2 years). Unless legal regulations provide for another data processing period, and where, in order to review the grievance, it is necessary to process personal data that are processed at the Bank for a period shorter than 6 years, the period is extended in accordance with the above rule of document archiving. In the case of court and out-of-court proceedings, data may be processed during the statute of limitations (that is during a period when claims may be effectively asserted in a court of law). The general statute of limitations period is 6 years from the date a final and binding verdict is issued that ends the proceedings; however, the length of time provided under the statute of limitations may vary, depending on the individual claim and the special provisions which may apply.